Service: **Backup Service**

Service Line: Data Center Services

Status: In production

General Description:
The State Data Center provides backup services for hosted applications on all operating system platforms. These services include:
- Weekly full backups
- Daily incremental backups
- File restoration by request
- Tape vaulting for use in recovery.

Service Level Targets: N/A

Availability: Backup services are available 24 hours a day, 365 days a year.

Limitations:
Operating system platform specific limitations:
- IBM and Unisys mainframes – User-initiated backups are vaulted by request only.
- Unix and Windows – Non-production and user-initiated backups are vaulted by request unless defined in the service agreement schedule.
- Windows – No user-initiated backups are allowed in the production environment.

Prerequisites:
- Application hosted by the State Data Center
- Connectivity to the State Data Center through the state network for user backups

Pricing / Charges:
Operating system platform specific pricing:
- IBM and Unisys mainframes – the rate for user-initiated backups in fiscal year 2006 and fiscal year 2007 and for budgeting for fiscal year 2008 is $.032 per tape per day
- Unix and Windows – no charge

Service Components or Product Features Included in Base Price:
Operating system platform specific backup products:
- IBM mainframe – DFDSS, IDCAMS, FAVER, IBM ImageCopy/Recover/Load, and Computer Associates Quick Copy/Fast Recover/Fast Load
- Unisys mainframe – FAS, IRU, Tarus, Unisys copy utility
- Unix – Veritas NetBackup, RMAN, UFS Dumps
- Windows – Veritas NetBackup, RMAN, SQL Server

Options Available for an Additional Charge:
Extended backup retention levels may be defined in the service agreement schedule and may be subject to additional charges.

Service Components or Product Features Not Included: N/A

What GTA Provides:
- Current versioning of backup products
- Resources required for backups
- System backups of applications managed by technical staff
- File restoration of system backups by request
- Technical assistance for user-initiated backups and restorations
- Secure offsite tape storage for vaulting
- File restoration testing

What the Customer Provides:
Unless defined otherwise in the service agreement schedule, the customer will initiate application data backups and will provide a schedule of recurring user-initiated backups so that GTA resources may be scheduled.

If extended backup retention levels are required, the customer will provide a schedule of retention exceptions.

Service Support:
The GTA Monitoring Center is staffed 24 hours a day, 365 days a year and provides a single point of contact to report problems and service issues. The GTA Monitoring Center can be reached by calling (404) 463-5060.

Service Issue Escalation:
Reported problems or service issues automatically follow the escalation process until resolution occurs. If the customer has a need to deviate from the standard escalation process, a special escalation process may be defined in the service agreement schedule. The customer can also escalate a problem or service issue at any time by contacting the GTA Monitoring Center.

Benefits / Advantages:
- Application backups are available for restoration if a system failure or data corruption occurs.
- Offsite tape storage for recovery in case of disaster

How to Start this Service:
Please contact the GTA Office of Solutions Marketing at gtasolutionsmrktg@gta.ga.gov or (404) 651-6964 to be put in touch with your GTA Account Manager.

Related Services and Products: N/A

Other Information: N/A

Terms and Definitions: N/A